

Prior Art

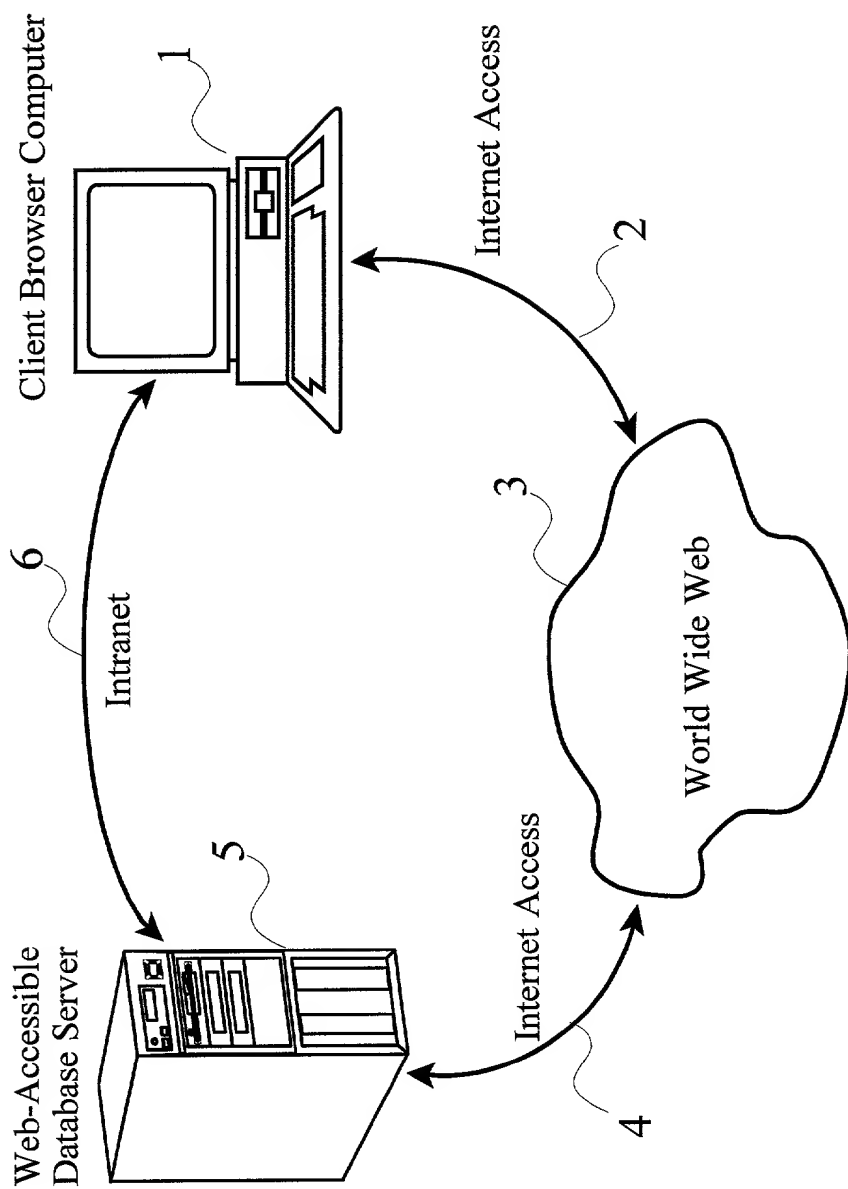


Figure 1

Prior Art

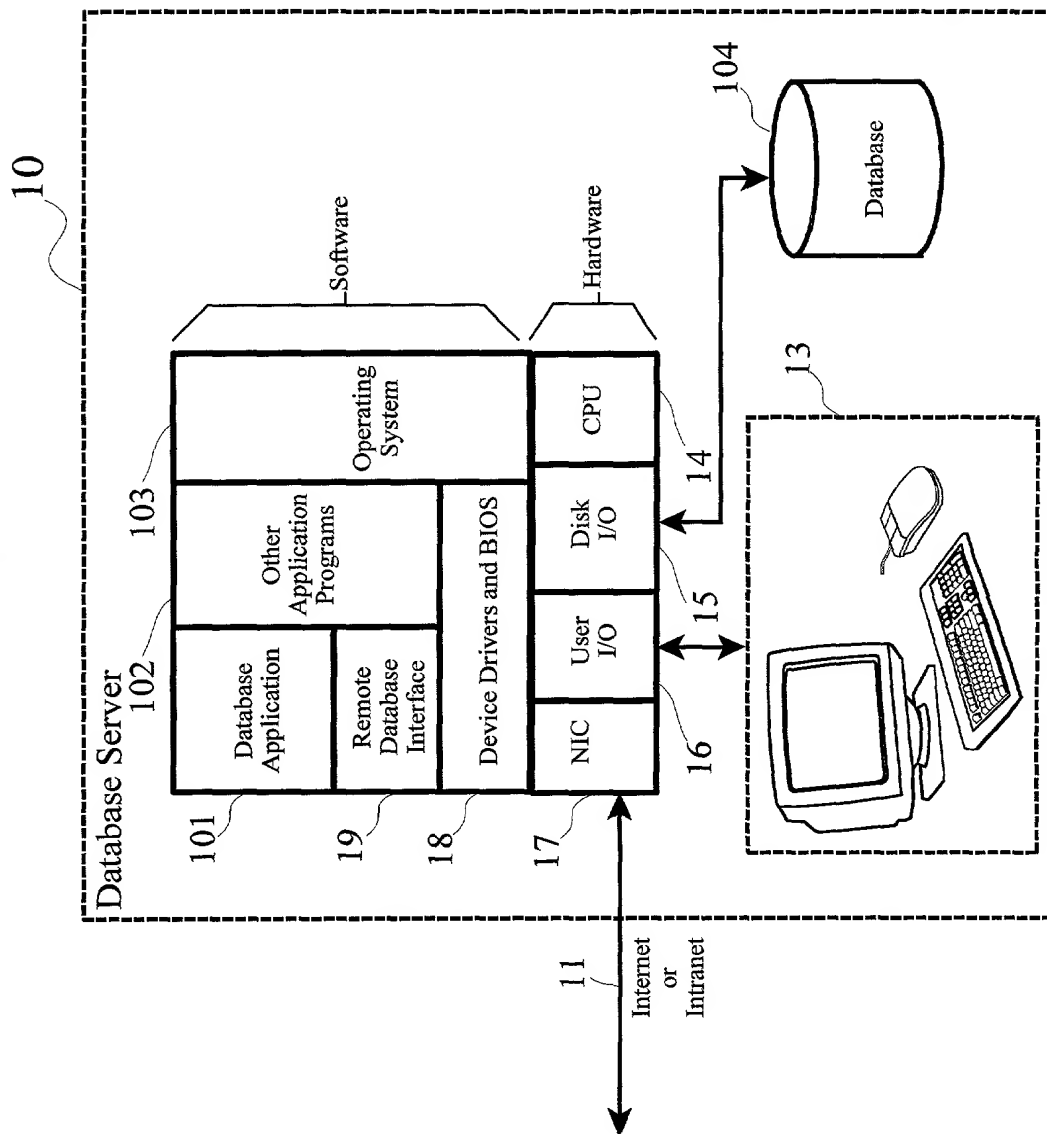


Figure 2

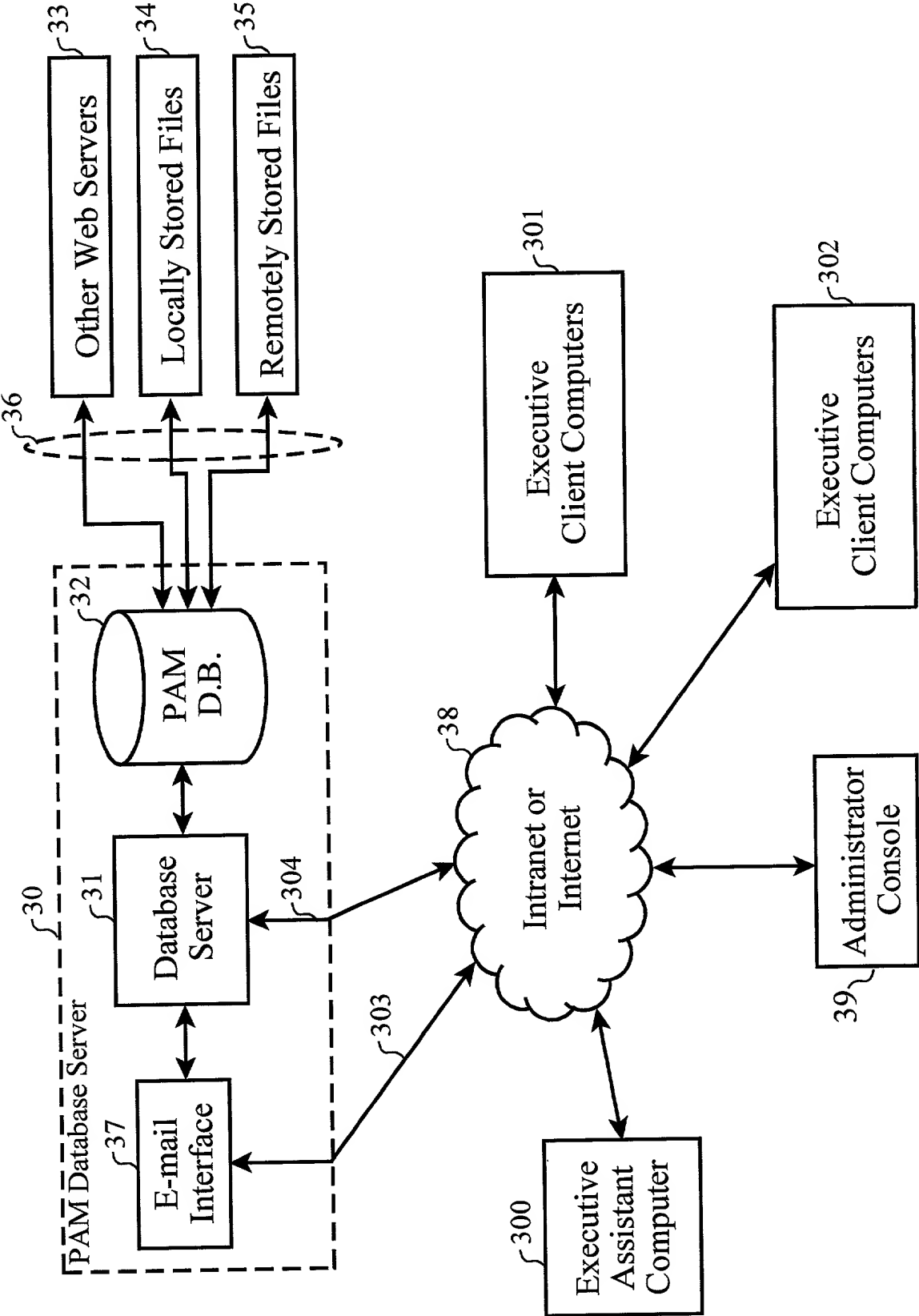


Figure 3

22 { PAM Account Profile - Lotus Notes

21 { File Edit View Special Help

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### Main Account Profile

Required fields are marked with an asterisk (\*) and must be filled in to complete form.

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Customer Info

\*Company Name NYSE/NASDAQ Symbol: ONYSE O NASDAQ

Home Page Stock Symbol: GO to stock quotes

Access Internet: GO to company home page

Street Industry:

City Prior Year Spend with IBM:

State

Zip

Country

42 {

43 {

- ▶ IBM Sales and Support Team
- ▶ Key Customer Contacts
- ▶ Attachments (RMT, Briefings, Open Action Items)
- ▶ IBM Revenue and Marketshare
- ▶ IBM Marketing Strategies / Client Business and IT Challenges
- ▶ e-business Plan
- ▶ Executive Summary

25 {

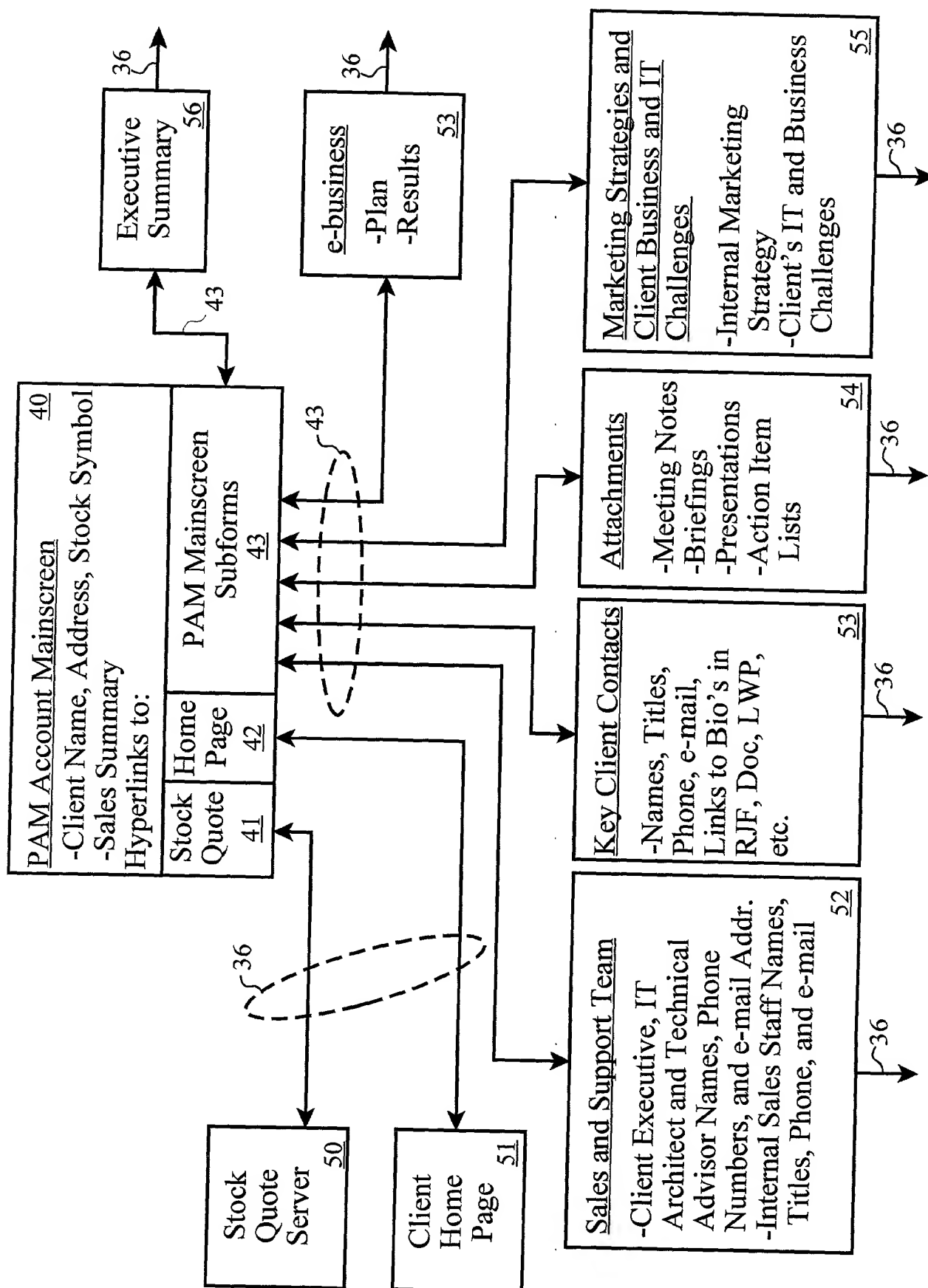
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Figure 4



## Figure 5